



Kensington Group Practice

DONEGALL ROAD AND FINAGHY
Medical Centre

Christmas Newsletter

24TH DECEMBER, 2022

Please note we will be closed for Christmas and Boxing day on Monday 26th and Tuesday 27th December, and also New Years Day on 2nd January.

If you have an urgent problem that cannot wait until we reopen at 8.30am the following day, you can contact GP Out of hours.

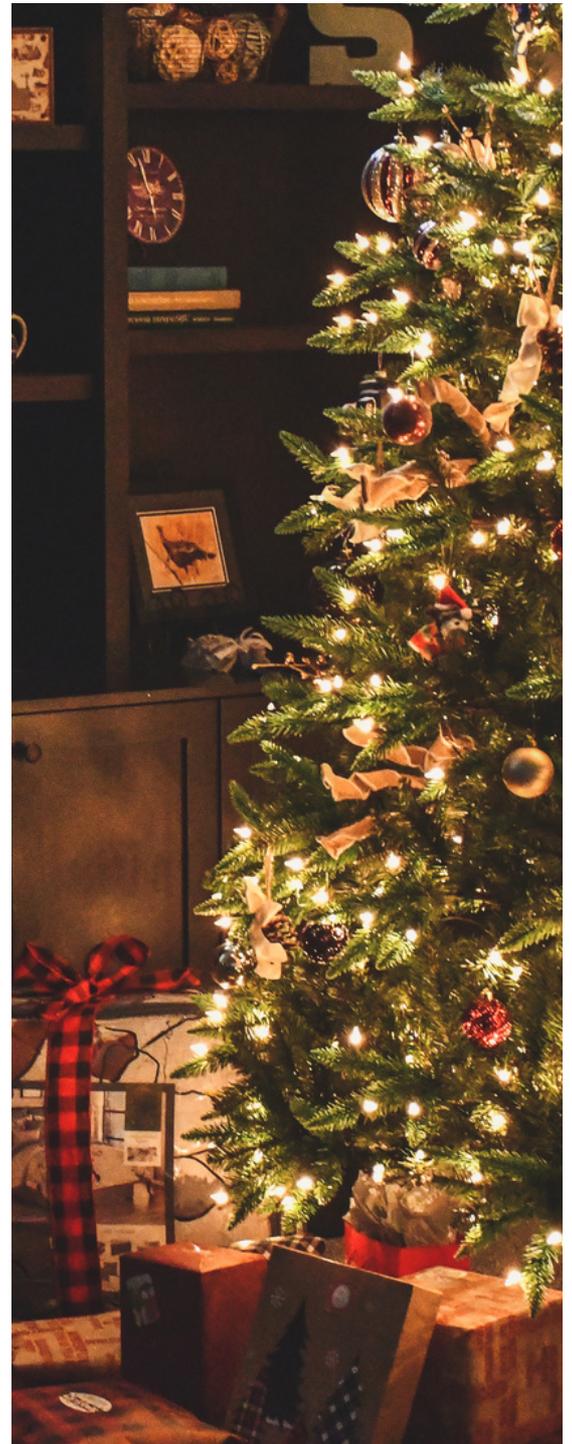
The GP Out Of Hours Service provides care for people in Belfast when their normal GP surgery is closed. It is not intended to replace normal GP services, but deals with urgent problems that cannot wait until your own GP is available. You should therefore only use this service if you are suddenly ill and you cannot wait until your GP's surgery is open.

South and East Belfast - 02890 796220

North and West Belfast - 02890 744447

Lisburn area - 02892 602204

Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.



Prebookable face-to-face GP appointments available

To improve patient access, we have made some changes to how we structure our appointments.

We have retained telephone consultations, as one of the lessons we have learned over the Covid period is that some matters can be resolved over the phone, without having to travel to the surgery, but by no means all.

But we also have pre-bookable face-to-face appointments are now also available in the afternoon, without having to speak to the GP first - by reducing "double-contacts", additional capacity is created. You may already have been offered one of these appointments when calling in about your medical concerns, subject to availability. These are at our Donegall Road site.

Of these pre-bookable appointments, we will hold a small number back for urgent matters that may arise on the day.

Thence the bulk of our "telephone contacts" will be dealt with in the morning; this then creates an avenue to address urgent concerns (as historically we would have done in our open surgery) promptly, and then the Doctor will arrange to see you face-to-face, if appropriate or necessary. We also have a small number of telephone consults set aside for less immediately urgent matters, that perhaps do not need a face-to-face consult.

Appointments and telephone consultations remain subject to capacity, and capacity is finite; this is to ensure the GPs have sufficient time to manage the contacts they have that day safely.

Both these pre-bookable face-to-face slots, and routine telephone consultations, are available to book online.

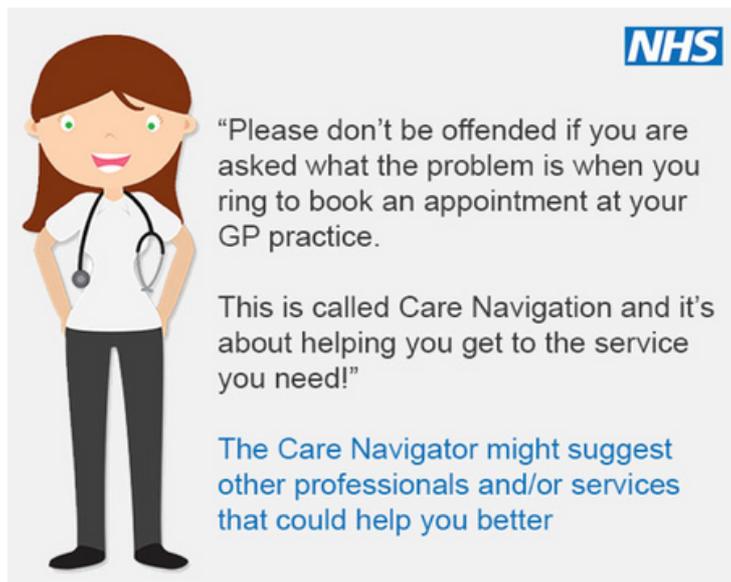
| | | | | |
|-------------------------------|-----------------|--|---------------------------|----------------------|
| Thu 5 January 2023 at 2:00 PM | GP pm face2face | Dr Scott Killiner (more) | Kensington Group Practice | Book |
| Thu 5 January 2023 at 2:15 PM | GP pm face2face | Dr Conway Kmc (more) | Kensington Group Practice | Book |
| Thu 5 January 2023 at 9:05 AM | Tel Calls KMC | Dr Conway Kmc (more) | Kensington Group Practice | Book |
| Thu 5 January 2023 at 9:05 AM | Tel Calls KMC | Dr Gunning Kmc (more) | Kensington Group Practice | Book |

What is Care Navigation?

Simply put, when you call in to organise a telephone consultation, or a face-to-face consultation, with the GP, our GPs have asked our staff to gather some information. This is to help us prioritise things, and also identify what other support may be available to you, from either within the surgery, or with other trusted local partners, such as pharmacy, our colleagues in the Belfast Trust, and many others; often you won't need to speak to the GP first in order to access these services.

This is care navigation.

- By asking our receptionists to gather a little more information about the nature of our patients concern, means we can keep an eye for "red-flags" - things that might be better dealt with by A&E, or a 999 call, for example; rather than waiting on a GP callback.
- It helps us create capacity in a busy system, by pointing you in the best direction of who can help you, and help you get care at right place, at the right time. Not in every case of course, but in some instances, someone other than the GP, may be able to help you get the care you need, quicker.
- It can help our patients feel more empowered with their health and wellbeing, by being better aware of the range of supports available to them.
- We have summarised some of the partners and services we most often refer to, or are asked about, on the "[Services](#)" area of our website; any new services, either within our surgery, or our locality, will be added there. Also, keep an eye on our newsletters.



"Catch-up" flu vaccine and Covid autumn booster clinics

We are delighted to have seen so many of our patients who are eligible, or invited for, their Flu vaccine, or Covid booster, at our recent vaccination clinics, and we wish to thank all those attended for helping these run so smoothly.

Although our clinics are winding down now, some opportunities remain for those who haven't yet had a chance to get booked in for their vaccine, and we would encourage you to organise your vaccine at the earliest opportunity; cases of both flu and covid remain high in our community.

- We will be running some "catch-up" clinics in January, at our main site, for both flu vaccines, and covid autumn booster vaccines. These can still be booked online, as before, or by phone.
- Flu vaccinations remain available for adults only at the Belfast Trust treatment in Finaghy Health Centre.
- Flu vaccines and covid autumn boosters remain available through participating community pharmacies, and local Trust vaccination centres. Details of who can access these services, and how, can be found here:

<https://www.nidirect.gov.uk/articles/get-covid-19-vaccination-northern-ireland#toc-0>

Public urged to be alert to signs of group A strep

Parents and guardians are being urged to be alert for the signs of group A streptococcal (GAS) infections by the Public Health Agency (PHA).

Group A streptococcus bacteria usually cause a mild infection producing sore throats or scarlet fever that can be easily treated with antibiotics.

Please click on the picture to the left for useful advice.

Also, further information can be found at these links:

<https://www.nidirect.gov.uk/conditions/scarlet-fever>

<https://www.nhs.uk/conditions/strep-a/>





Before attending the Children's Emergency Department, the Belfast Trust have asked parents to use this symptom checker. It will guide you on the best course of action for your child's condition.

This has been updated with the latest advice about Scarlet Fever and Strep A.

Click on the pictures above to access. It is also available in the "[services](#)" area of our website.

If your child is feeling unwell, you can use their symptom checker below to gain a better understanding of what might be happening and where to get treatment.

This will help ensure your child receives the most appropriate care in the right place, at the right time, from the most appropriate team.

You will find information here on some of the most common conditions and symptoms that affect children. The conditions are in alphabetical order so you can find the right one quickly and easily.

The traffic light system will guide you through what to do in different situations:

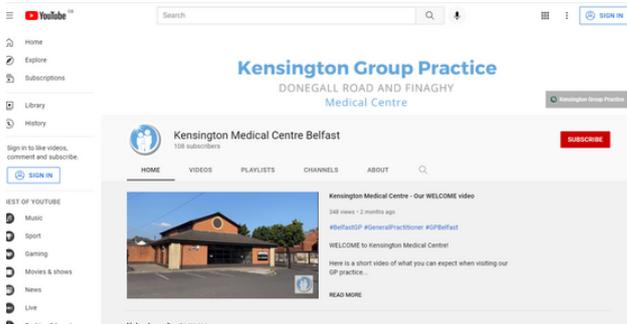
Urgent / emergency situations fall under red symptoms

Less urgent situations fall under amber symptoms

Non-urgent situations fall under green symptoms

We've updated our "Childhood conditions" YouTube playlist

<https://kensingtongp.uk/childhoodconditionsvideos>



Click on the picture to the left, to explore our other YouTube playlists.

Public Health Agency: We can help you stop smoking this New Year

Colette Rogers, Strategic Lead for Tobacco Control with the PHA, said: "The start of 2023 is a brilliant opportunity to make a fresh start and to quit smoking. Quitting smoking is one of the best things you can do to improve your health and protect people around you from harmful second-hand smoke. Quitting will also save you money which is significant as people face tough times with the cost of living crisis."

There is lots of support available throughout Northern Ireland for those who want to quit; please click on the picture to the left for more information. Colette encouraged those who want to quit to seek help and emphasised that they don't have to embark on their quit journey alone.

You can self-refer for help through this link:

<https://kensingtongp.uk/help-to-stop-smoking>



All the staff at the practice would like to wish you a Merry Christmas and a peaceful New Year.